RESUME

SHIVAM GUPTA

CONTACT

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✉️ **gupta.shivam7794@gmail.com**

📍 **Gwalior, M.P, India**

EDUCATION

B.E. /B.Tech Computer Science Engineering

Aug 2012 - Jul 2016

NRI College of Engineering & Management, Gwalior, Madhya Pradesh

AWARDS & ACCOMPLISHMENTS

- Won the participant price in Ethical Hacking program.
- Got an opportunity of being of Event Manager at College Exhibition.

SKILLS

- Basic Computer Knowledge
- MS-Excel
- Good Team Player
- Problem-solving skills
- HTML
- CSS
- JAVASCRIPT

LANGUAGE

- English
- Hindi

SUMMARY

Skilled in MS Excel and Basic Computer Knowledge. Adaptable, reliable, and committed to delivering quality work. Seeking to contribute skills and dedication to support organizational growth.

WORK EXPERIENCE

Provana India Pvt. Limited

PROCESS EXPERT

Jul 2024 - Sep 2025

- **Data Entry:** Accurately input and maintain records of legal transactions and documents.
- **Document Processing:** Handle incoming and outgoing legal documents in compliance with company procedures.
- **Data Verification**: Verify and reconcile data to ensure accuracy and completeness.
- **Confidentiality:** Handle sensitive information with integrity and discretion.

Cogent E-services Pvt. Limited

CUSTOMER SUPPORT ASSOCIATE

Jun 2023 - Jul 2024

- Responded to customer inquiries about products, services, and company information.
- Improved customer satisfaction by resolving requests promptly and efficiently.
- Handled challenging situations with empathy and diplomacy, preventing escalations.
- Provided product and service guidance, recommending additional offerings to potential customers.